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**TRANSMITTAL
FORM**


(to be used for all correspondence after initial filing)

TRANSMITTAL FORM (to be used for all correspondence after initial filing)		Application Number	10/735,470
		Filing Date	December 12, 2003
		First Named Inventor	Anand R. Kumar
		Art Unit	3627
		Examiner Name	Andrew J. Fischer
Total Number of Pages in This Submission	4	Attorney Docket Number	717841.4

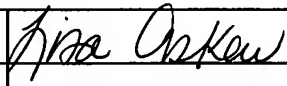
ENCLOSURES (check all that apply)

<input type="checkbox"/> Fee Transmittal Form	<input type="checkbox"/> Drawing(s)	<input type="checkbox"/> After Allowance Communication TC
<input type="checkbox"/> Fee Attached	<input type="checkbox"/> Licensing-related Papers	<input type="checkbox"/> Appeal Communication to Board of Appeals and Interferences
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<input type="checkbox"/> After Final	<input type="checkbox"/> Petition to Convert to a Provisional Application	<input type="checkbox"/> Proprietary Information
<input type="checkbox"/> Affidavits/declaration(s)	<input type="checkbox"/> Power of Attorney, Revocation Change of Correspondence Address	<input checked="" type="checkbox"/> Status Letter
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<input type="checkbox"/> Response to Missing Parts/ Incomplete Application	Remarks:	
<input type="checkbox"/> Response to Missing Parts under 37 CFR 1.52 or 1.53		

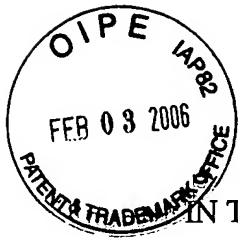
SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT

Firm Name	Blackwell Sanders Peper Martin, LLP		
Signature			
Printed Name	Mark E. Stallion		
Date	Feb 03, 2006	Reg. No.	46,132

CERTIFICATE OF TRANSMISSION/MAILING

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Typed or printed name	Lisa Askew	Date	Feb. 3, 2006

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PATENT
717841.4

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Application of: Anand R. Kumar, et al.	:	Examiner: Andrew J. Fischer
	:	
Serial No.: 10/735,470	:	Group Art Unit: 3627
	:	
Filed: December 12, 2003	:	Attorney Docket No.: 717841.4
	:	
For: METHOD AND APPARATUS FOR	:	Customer No.: 027128
PROVIDING INTEGRATED CUSTOMER :	:	
CARE AND WORK-FLOW	:	Confirmation No.: 4313
MANAGEMENT	:	
	:	

STATUS REQUEST

Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

Applicants respectfully inquire as to the status of the above-identified application and would appreciate it if they could be informed as to when they can expect to receive the initial Office Action in this application. A copy of the Official Filing Receipt for subject application is attached hereto.

Respectfully submitted,

Date:

Feb 03, 2006

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APPL NO.	FILING OR 371 (c) DATE	ART UNIT	FIL FEE REC'D	ATTY. DOCKET NO	DRAWINGS	TOT CLMS	IND CLMS
10/735,470	12/12/2003	3627	1522	717841.4	25	45	5

CONFIRMATION NO. 4313

UPDATED FILING RECEIPT



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27128

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Date Mailed: 06/15/2004

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Applicant(s)

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Domestic Priority data as claimed by applicant

This appln claims benefit of 60/511,154 10/14/2003

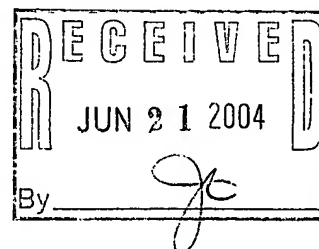
Foreign Applications

If Required, Foreign Filing License Granted: 03/23/2004

Projected Publication Date: 04/14/2005

Non-Publication Request: No

Early Publication Request: No



Title

Method and apparatus for providing integrated customer care and work-flow management

Preliminary Class

705

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